Case Management & Wraparound

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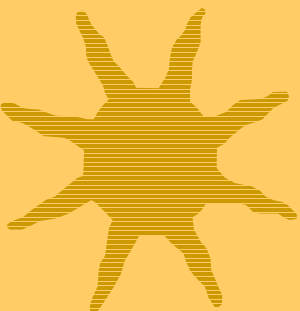
Case Management: What Is It?

✶ Case management is a coordinated strategy on behalf of clients to obtain the services they need, when they need them and for as long as they need them.
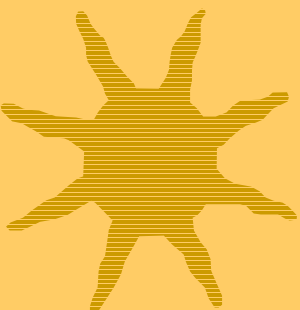
Solomon, 1992

What to Call Them

- Case Manager
- Care Coordinator
- Service Coordinator
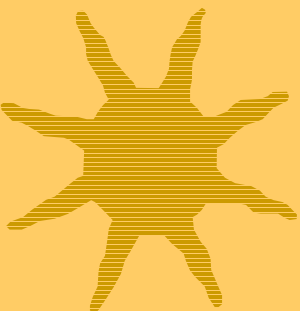- Family Service Coordinator
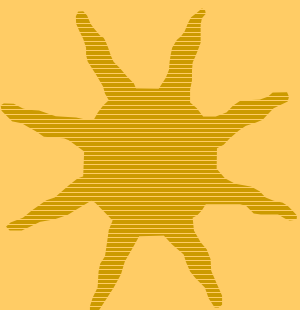- Family Advocate
- Family Associate
- Family Partner

Common Models of Case Management
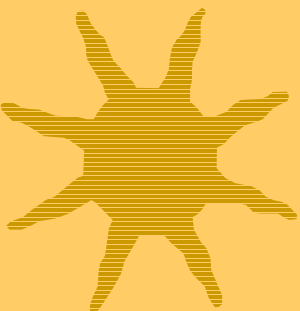
- ★ Generalist or service broker
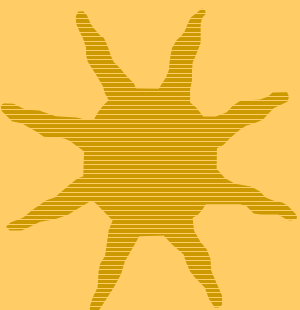- ★ Primary therapist
- ★ Interdisciplinary team

Core Functions

* Assessment
* Service Planning
* Service Plan Implementation
* Service Coordination
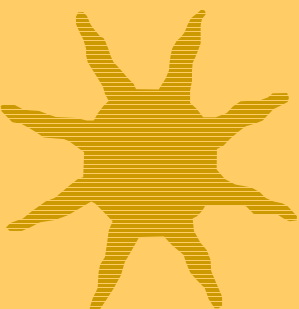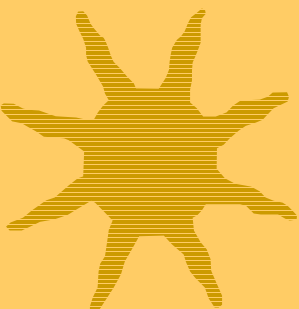* Monitoring and Evaluation
* Advocacy

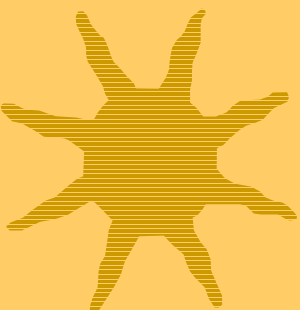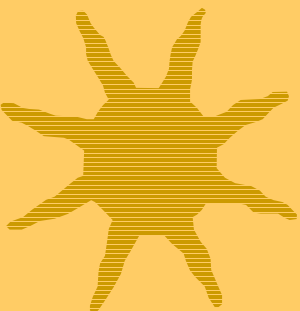# *Secondary Functions*

* Providing Clinical Services
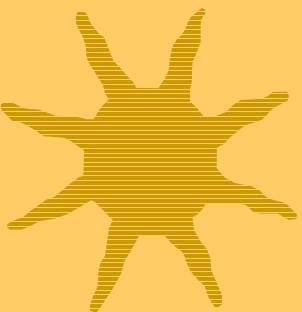* Role Modeling
* Case Identification or Outreach
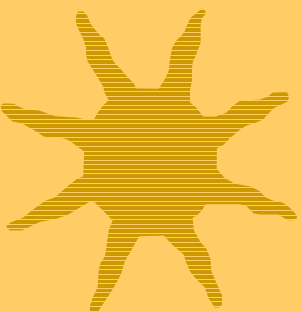
Organizational or System Elements to Consider

* Auspice (private or public)
* Financing
* Intensity, frequency and duration (caseload)
* Target population
* Focus of service (child or family)
* Service availability (location and times)
* Team or individual case manager

Evidence Base

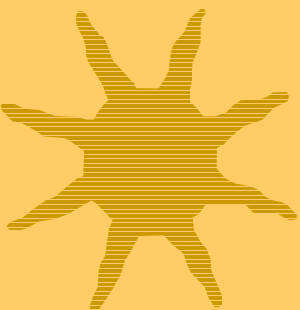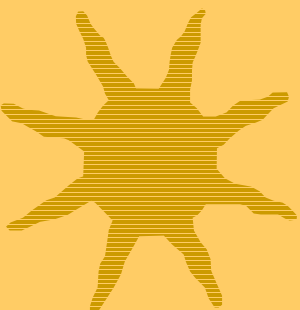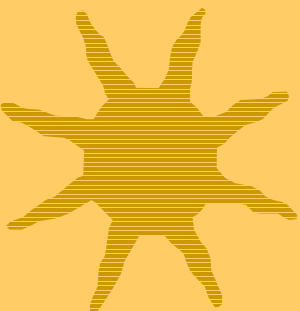* Monitoring and quality assurance
* Program Evaluation (pre/post design)
* Quasi-experimental, data based study
* Possibly 3 randomized controlled trials with children with SED
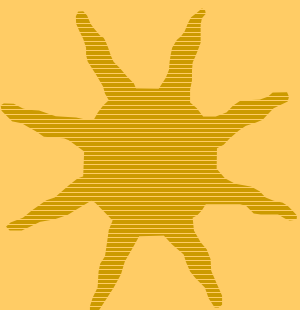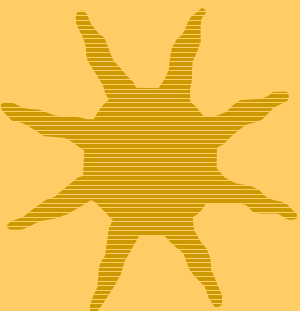* 3 randomized controlled trials with special populations (homeless, crisis, foster care)

What Were the Outcomes?

★ Hospital days are decreased and community tenure increased through use of a linkage and advocacy intensive case management model

★ Superior outcomes were produced by using a treatment team headed by a case manager rather than by the primary mental health clinician
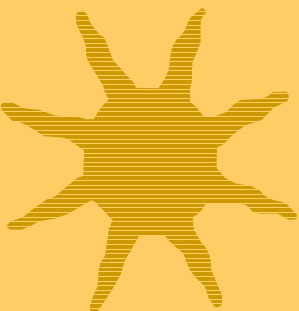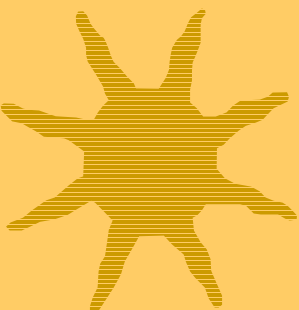
Outcomes, continued

* A family-centered model using an intensive case manager and a parent advocate showed superior outcomes when compared to a treatment foster care intervention

* Slightly better outcomes were seen for families enrolled in a case management with psychoeducational program than in case management alone

Resources Needed
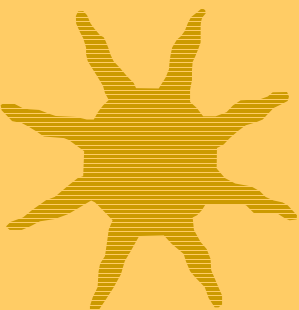
- Well trained, well supervised case managers
- Limits on caseload size
- Office space, telephones
- Transportation
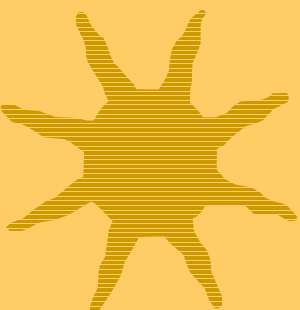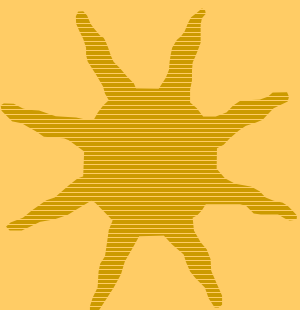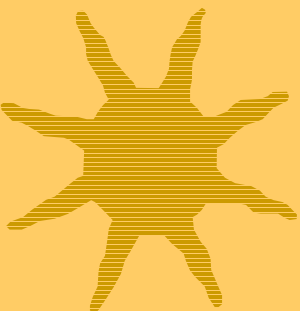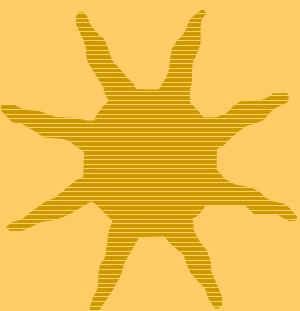- Cell phones and laptop computers
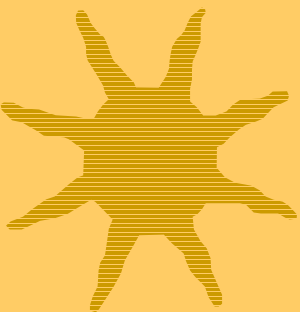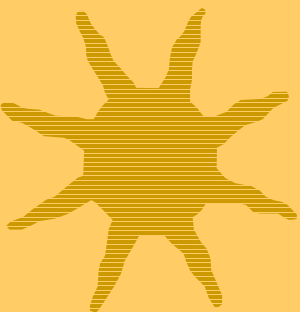- Evidence-based services and flex funds

Qualifications of Case Managers

* Educational level may vary, but they need standardized training, ongoing supervision and continuing education
* Ability to form working relationships
* Commitment to this role and their families
* Creativity

Rural vs Urban Case Management

* In rural areas case managers spend a lot of time in their cars (27%)

* Supports such as cell phones and laptops may be particularly helpful to them

* Support groups and team meetings may be harder to sustain in rural areas

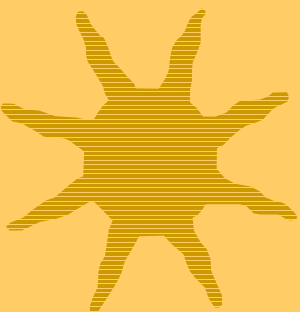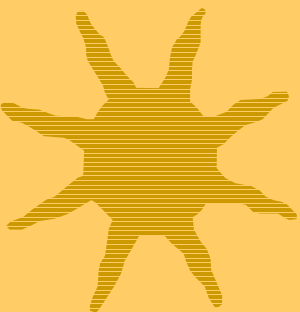* Safety may be a concern in urban areas and drivers or teams of workers may be necessary

What Is Wraparound?

✴ Wraparound is a planning process that results in a unique set of community services and natural supports that are individualized for a child and family to achieve a positive set of outcomes.
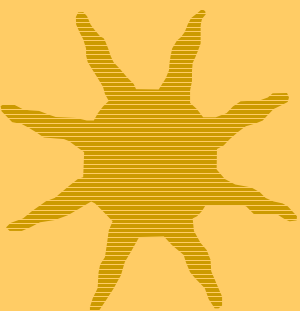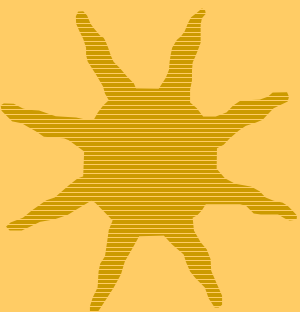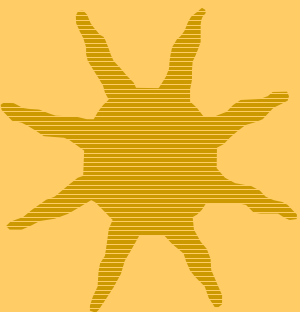
Burns & Goldman, 1999

Wraparound & Case Management

- Wraparound may be the process used to achieve comprehensive care coordination and in which the case manager functions as the lead in assuring care coordination.
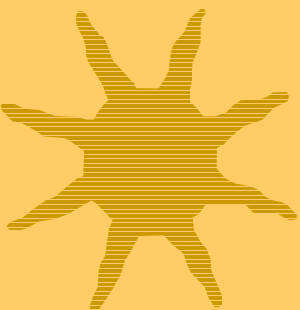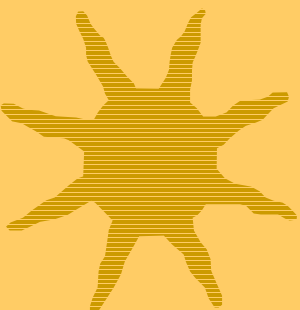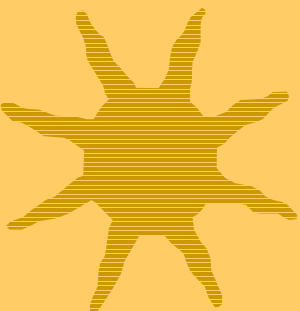
Principles of Wraparound

* It is based in the community
* It is a team approach in which families take an active part
* Services and supports are individualized and are strengths-based
* Both formal and informal services are used
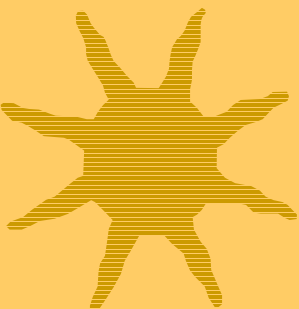* Cultural competence is essential
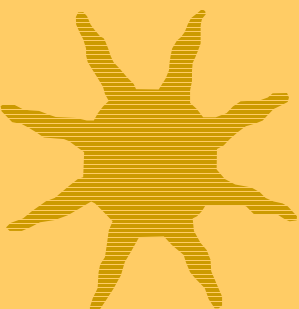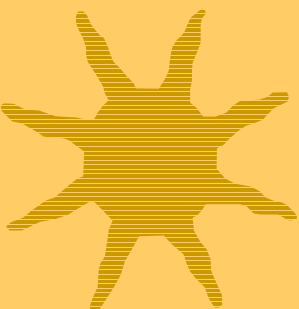
Principles, continued

- ★ There must be unconditional commitment to serve children and families
- ★ Family teams must have flexible approaches and adequate flexible funding
- ★ Plans are based on an interagency, community collaborative process
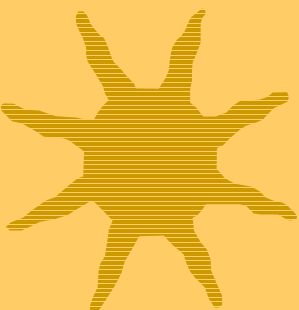- ★ Outcomes must be specified and measured
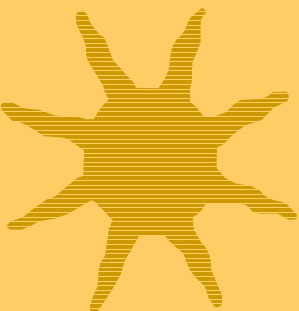
What Is Required?

* The resource coordinator (cm) must be trained using a formal curriculum
* Flexible funds
* A community assessment of resources
* A Wraparound Fidelity Index is available to ensure adherence to the process
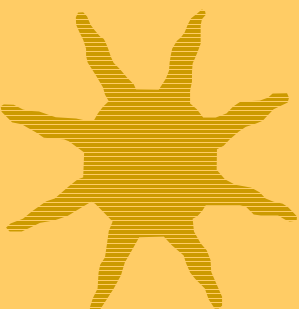
What Is the Evidence?

* 15 studies in 10 states have been identified by Burchard, Bruns and Burchard

* 2 are randomized controlled trials (Evans & Clark, both discussed under case management)

* In general, these studies show positive outcomes including increased community tenure and functional outcomes for families receiving wraparound
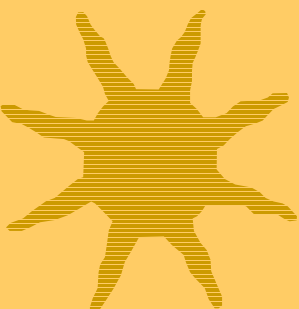
Length of Services

- For most populations this is an extended period of time (12-24 months)
- Length depends on success in establishing informal supports
- Length may depend on step-down services available